

DAVID GRANT USAF MEDICAL CENTER

MDG Pamphlet 41-6

October 2012

Patient Services Directory



Who We Are



David Grant Medical Center is the largest inpatient military treatment facility in the United States Air Force, providing a full spectrum of care to a prime service area population of 106,408 TRICARE beneficiaries in the immediate San Francisco-Sacramento vicinity and 377,000 Department of Veterans Affairs Northern California Health Care System eligible.

A Joint Commission-accredited teaching hospital, DGMCC provides postgraduate training programs in family medicine, radiology, surgery, transitional year nursing, dentistry, oral surgery, nurse anesthesia, pharmacy, and clinical social workers. In addition, DGMCC trains medical, radiology, nuclear medicine, pharmacy and laboratory technicians through onsite Phase II training programs. The DGMCC campus includes the VA Fairfield Outpatient Clinic, a Clinical Investigation Facility, community-supported Fisher House, and the west coast's largest Hyperbaric Medicine chamber and Armed Forces Whole Blood Processing Laboratory.



Welcome to David Grant Medical Center! You are at a special place where miracles happen every day and where warrior medics provide the best care available both here and worldwide. We are one of ten Joint Venture sites; we partner with the Veterans Affairs Northern California Health Care System to provide care to over 500K VA and DOD beneficiaries.

We are completely committed to the health and safety of each of our patients. On January 5, 2010, DGMCM was awarded the Voluntary Protection Programs (VPP) "Star" status for excellence in occupational safety and health. DGMCM joined an elite group of only 14 hospitals nationwide to have achieved this level of performance. VPP is a cross-functional program established by the Occupational Safety and Health Administration (OSHA) to recognize superior performance in the field of health and safety.

We recently completed Phase I of the facility renovation process, which included a consolidation of our patient services. In summer 2011, the Pharmacy was relocated to the 2nd floor to complete the new Patient Mall which also includes the Patient Service Center, the Laboratory and Radiology all in one location. In 2012, we also initiated the start of the Phase II renovation projects. One of the most visible pieces to the project is the renovation of the Emergency Department. This renovation combined with others, will expand our capability and enhance the services we provide every day.

With our latest additions in patient and specialty services, we will continue to provide the "Best Care Anywhere!"

//SIGNED//

KEVIN P. CONNOLLY, Colonel, USAF, MC, SFS
Commander, 60th Medical Group

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Central Appointment Line

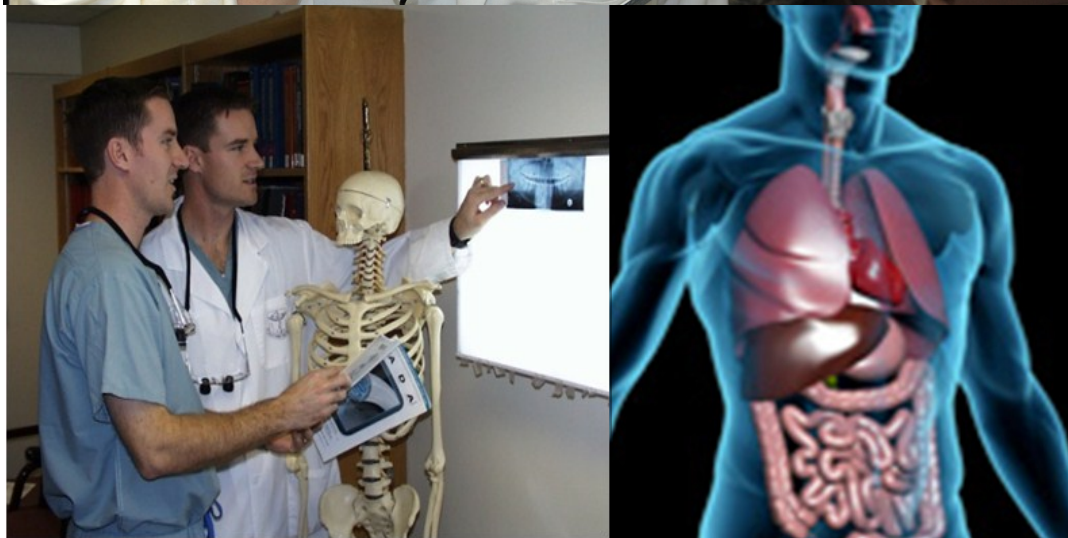
Appointments at DGMC are managed through the Central Appointment Line. Operators will assist you in getting an appointment with your assigned clinic.

For appointments call:

Phone: (707) 423-3000

Out of Area: 1-800-264-3462

Hours: 0700-1600, Monday-Friday



PPrimary Care Clinics

Family Health Clinic

The Family Health Clinic (formerly "Primary Care" Clinic) at David Grant USAF Medical Center has instituted an active-duty appointments program, replacing what was formerly known as "Sick Call." The clinic manages the health care of active duty, retiree and adult family members.

Family Medicine Residency Clinic

The Family Medicine Clinic at DGMCM is a large clinic that serves over 13,000 empanelled beneficiaries, providing a broad spectrum of health care to the entire family. This includes prenatal care, obstetrical services, pediatric, adolescent and adult medicine, and geriatrics. This clinic also runs a 3-year clinical residency program for Family Medicine doctors.

Flight Medicine Clinic

DGMCM's Flight Medicine Clinic is comprised of dedicated professionals that support the readiness mission for the wing by ensuring a medically ready force, and to provide quality medical care to our entire empanelment. The clinic provides primary care to all flying or special operations duty personnel and their empanelled dependents above the age of 13, including preventative health assessments, physical exams, minor surgeries, and consult to specialty services.

Internal Medicine Clinic

DGMCM's Internal Medicine Clinic provides care for over 10,000 active duty, family members and retirees. Internal medicine is the medical specialty dealing with the prevention, diagnosis and treatment of adult diseases. The clinic provides services in Diabetes Education, Behavior Health, Rheumatology, Neurology, Endocrinology and Infectious Diseases.

Pediatric Clinic

DGMCM's Pediatric Clinic is comprised of dedicated and compassionate professionals who specialize in the medical care of the pediatric population from birth to 17 years old. The clinic conducts acute and routine appointments, Well Baby check-ups, and annual school physicals and sports physicals.

Referral Management Center



Our team of dedicated professionals will assist you with your referral to our surgical and specialty care center.

DGMC Patients

If you are a TRICARE Prime or TRICARE Plus patient assigned to DGMC, your Primary Care Manager will submit an electronic referral through our paperless referral system.

Not Enrolled at DGMC?

If you are eligible for military healthcare, but are not enrolled at DGMC, your referral request can be faxed by your provider to the Referral Management Center. You will be contacted within three business days!

Referral Management Center

101 Bodin Circle

Travis AFB CA 94535

Phone: (707) 423-7641, Option 4

Toll-Free 1-800-264-3462

Fax: (707) 423-7535

Introducing our Surgical and Specialty Care Center Clinics

General Surgery

Orthopedic and Podiatry

Joint Radiation Oncology

Hematology/Oncology

Heart, Lung, Vascular



We take pride in providing outpatient and inpatient care for eligible military heroes and families. No enrollment required, and no outpatient co-pays. Turn the page to learn more about our services.

General Surgery Clinic

The General Surgery Clinic provides surgical and nonsurgical therapeutic interventions and diagnostic studies to all age groups.

Clinics:

- General Surgery
- Plastic Surgery
- Colorectal Surgery
- Surgical Oncology
- Trauma/Critical Care
- Bariatric surgery



In Clinic Services:

- Endoscopy: esophagogastroduodenoscopy (EGD), flexible sigmoidoscopy, and colonoscopy
- Minor surgery
- Ostomy and wound care

DGMC's Pre-Op Clinic, Anesthesia services, Operating Room department, inpatient and outpatient surgical ward teams along with on-site pharmacy, diagnostic and therapeutic capabilities all work together to provide our surgical patients state of the art care ensuring the patient's multi-disciplinary needs are met.

New Patient Referral Information:

Patients are referred to our services after their Primary Care Manager (PCM) team has seen them and have determined that their condition warrants treatment or a surgeon's review. For patients not enrolled to DGMC, referral requests may be faxed to the Referral Management Center (707) 423-7535.

Scheduling Appointments:

All initial appointments for general surgery are booked through the Referral Management Center (707) 423-7641. All follow-up appointments can be made at the General Surgery Clinic's front desk, or call (707) 423-5224.

Hours:

The reception window is open from 0730 to 1630 hours, Monday through Friday, with the exception of holidays when the clinic is closed. During off-duty hours, telephone lines are available 24-hours a day to provide uninterrupted telephone instructions to follow in case of emergencies. During off-duty hours, urgent/emergent consultations are responded to through the Emergency Room, which has a list of all on-call providers.

Each service is an established clinic with assigned credentialed staff surgeons. Due to our support for worldwide military operations, services may be limited in which case patients are referred to appropriate levels of care within the hospital or within the civilian community.

O rthopedic and Podiatry Clinic

This clinic is comprised of dedicated and compassionate professionals who specialize in the comprehensive care of patients with bone and joint disorders of the extremities. Our staff consists of the following:

- 5 General Orthopedic Surgeons
- 2 Active Duty & 1 Reserve Hand Surgeon
- 2 Podiatrists
- 3 Physician Assistants
- 15 Orthopedic Technicians
- 3 Administrative support personnel

Our Services

- Arthroscopic surgery
- Partial and total joint replacement
- Hand and Foot Surgeries
- Non-surgical treatments to include joint injections
- Emergency treatment of injuries
- Fracture Management





New Patient Referral Information

All patients are referred to our services after their Primary Care Manager (PCM) team has seen them and determined their condition warrants treatment or a surgeon's review. Referral requests are reviewed by an Orthopedic PA or Podiatrist prior to an appointment being made.

Scheduling Appointments

All initial appointments are referred by the PCM and booked through the Referral Management Center (707) 423-7641.

Hours

Monday, Wednesday-Friday: 0730-1630

Tuesday: 1300-1630

Closed: 4th Thursday of the month for training

Closed: Saturday/Sunday & Federal Holidays

Joint Radiation Oncology Center (JROC)



The goal of our joint DOD-VA center is to deliver highly effective and compassionate cancer care using state-of-the-art radiation therapy techniques and equipment. We believe the key to excellence in cancer care lies in working closely with colleagues from other disciplines and in helping patients understand the services they will receive. We emphasize competence, communication, and compassion in all of our patient interactions. At the same time, we focus uncompromisingly on safety, innovation, teamwork, and effectiveness when utilizing radiation.

Radiation oncology is a multi-disciplinary endeavor which demands close collaboration between administrators, nurses, medical physicists, dosimetrists, research coordinators, and radiation therapists. While we are very fortunate to have access to the most advanced technologies and equipment, it is the people on our team who, through their experience and professionalism, ensure the success and safety of each treatment session. Kindness, good communication, openness, and willingness to learn the nuances of increasingly sophisticated treatment modalities are essential qualities that define our team approach to patient care.





Individualized Treatment Planning

After the initial evaluation with the physician, patients are scheduled for a planning session during which a special CT scan is performed. Subsequently, the dosimetrist and the physician outline the target to be treated and arrange the radiation beams accordingly. After more computations, the medical physicist performs a variety of quality control checks to ensure the treatment machine output matches the planned dose from the computer. This planning process takes 1-2 weeks to complete depending on the complexity of the individual treatment plan.

Patients will then begin their individualized radiation treatments which can last anywhere from 1 day to 8 weeks. The actual radiation is delivered over an average of 5-15 minutes; however, specialized immobilization and position verification imaging are also performed, which can additionally prolong the daily treatment sessions. On their last day of treatment, patients will be scheduled for a follow-up visit to occur approximately 4-6 weeks after completion of radiation.

Treatments Provided

- Intensity-Modulated Radiation Therapy (IMRT)
- Image-Guided Radiation Therapy (IGRT)
- RapidArc™ Therapy
- Stereotactic Body Radiosurgery

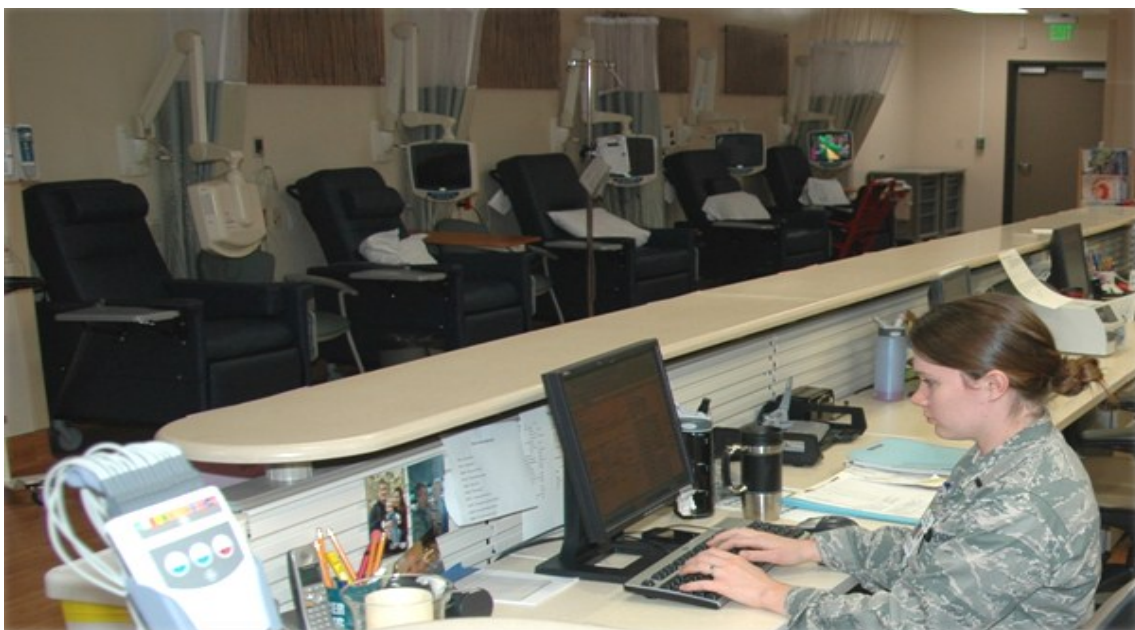
Hours: Monday-Friday (0730-1630)

Phone: (707) 423-7691

Hematology/Oncology Center

David Grant USAF Medical Center has operated a Hematology/Oncology infusion center since 1998. It averages over 350 nursing and treatment appointments per month and is located directly across from DGMCC's Joint Radiation Oncology Center. DGMCC's Hematology/Oncology Clinic recently completed a six-month, \$1.3 million remodel to expand its infusion center while adding state-of-the-art equipment to the modernized facility. Through a joint venture between the Departments of Defense and the Veteran's Affairs, the clinic expanded services to VA beneficiaries living in the Northern California area requiring oncology care. The clinic is comprised of dedicated and compassionate board-certified professionals who specialize in the comprehensive care of patients with blood disorders and cancers. This multi-disciplinary team provides excellent, leading-edge medical care to our patients. Since re-opening in October 2010, the clinic has integrated seven new treatment chairs into the infusion center.

The clinic also features a dedicated pharmacy adjacent to the infusion center. The area houses a dedicated infusion pharmacist, technicians and a special chemotherapy mixing hood. There is also a pass-through window into the infusion center which increases safety as the chemotherapy medication is no longer delivered from another part of the hospital.





DGMC's infusion center now offers additional amenities including individual televisions with headsets and a call light system installed at each station, chairs for patient's family members, and a blanket warmer and a water station near the patient restroom. The expanded nurse's station also increases the ease and effectiveness of monitoring multiple patients.

To further enhance the care and efficiency of the clinic, the pharmacist is part of collaborative morning huddles with infusion nurses and technicians. Increased communication decreases patient wait times and saves expensive infusion costs if patients are not medically cleared to receive therapy that day. Our ambulatory infusion center augments our outpatient services by providing chemotherapy administration, transfusion services and other infusion needs for adult outpatients at Travis Air Force Base.

Additionally, DGMC's Hematology/Oncology Clinic promotes clinical research. We offer our patients the opportunity to participate in cancer clinical trials at several Northern California NCI-designated University Medical Centers. We continue to be active in resident education, providing clinical instruction and didactic teaching for residents, nurses and medical students.

Hours: Monday-Friday (0730-1630)
Phone: (707) 423-5129

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Heart, Lung and Vascular Center



The Heart, Lung and Vascular Center at DGMC is an evolutionary step in the Air Force Medical Service.

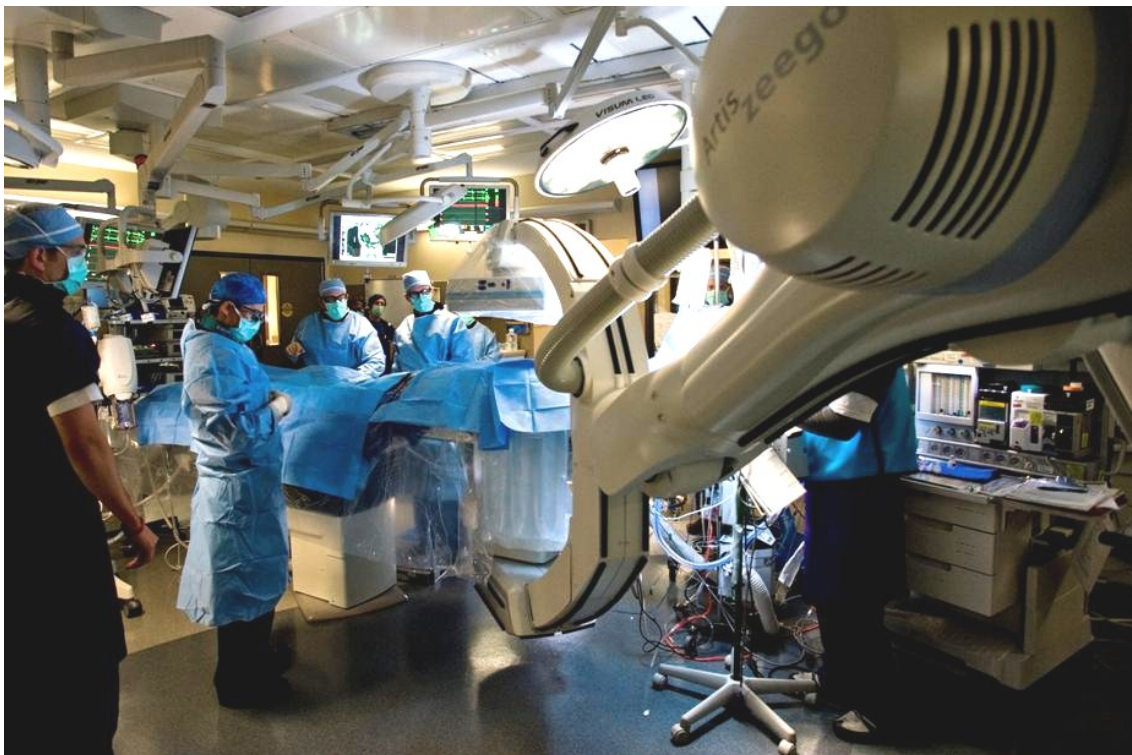
In partnership with the VA Northern California Health Care System, the multi-specialty center will reorganize services into a “patient centric” team, providing full spectrum specialty care to patients with disorders of the heart, lung and vascular systems.

Included in this reorganization are the physicians, nurses and technical staff of the Cardiology, Pulmonary Medicine, Cardiothoracic and Vascular Surgery departments .

The center will also work in close association with Interventional Radiology, Radiation Oncology, Medical Physics, and Medical Oncology for maximum continuity and comprehensive care.

Our courteous and professional staff has extensive experience to include:

- 5 Board Certified Cardiologists
- 2 Board Certified Interventional Cardiologists
- 1 Cardiologist approved to implant pacemakers and defibrillators
- 3 Board Certified Nuclear Perfusionists
- 5 certified to read Cardiac CT
- 3 Board Certified Pulmonologists
- 1 Certified in Critical Care
- 1 Certified in Sleep Medicine
- 2 Board Certified Cardiothoracic Surgeons
- 2 Board Certified Vascular Surgeons
- 2 Board Certified Nurse Practitioners trained in cardiovascular medicine and thoracic care
- 2 Physicians assistants trained in Cardiac and Vascular Surgery
- Receptionists and Admin Clerks
- A highly skilled staff with advanced training in echocardiography, stress testing, rhythm monitoring, cardiac catheterization, interventional cardiac and vascular procedures, surgical treatment of heart/lung/vascular disease, bronchoscopy, pulmonary function testing, Coumadin treatment, sleep testing, ventilator management, and vascular ultrasonography.



New Patient Referral Information

We see all active duty and retired military members and their eligible dependents. We see VA patients who are referred to or admitted to David Grant Medical Center. Non-prime patients will be seen with a referral from any Primary Care Manager, Family Practice or Internal Medicine provider.

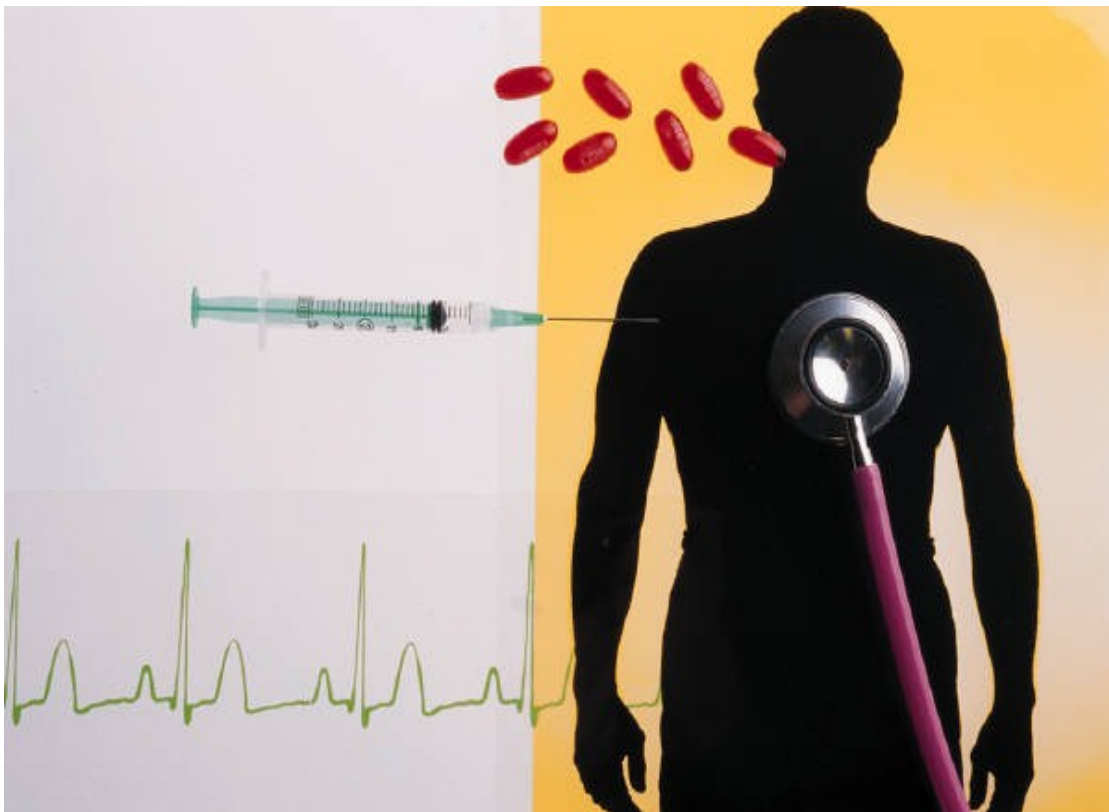
Scheduling Appointments

All initial appointments are booked through the Referral Management Center. Urgent referrals requiring a visit within 72 hours should be made by the referring physician by calling the on-call Cardiologist via the DGMCA Admissions Call Center at (707) 423-7790

Hours

Monday - Friday: 0730-1630

Closed Weekends and Federal Holidays



Hemodialysis Center

David Grant Medical Center recently updated the Hemodialysis Center. This \$1.6 million joint Department of Defense/Veterans Affairs operation is the largest of its kind for either organization. The center is a state-of-the-art, 16-chair facility which opened in May 2010. It replaced a 10-chair location previously located on the hospital's third floor.



In addition to upgrades such as improved lighting and wood-patterned vinyl flooring, the move placed the center near the facility's main entrance. This feature allows easy access to the clinic for patients with varying degrees of mobility. One of the biggest improvements has been in the water delivery system. Previously, the center's staff was required to mix dialysis solution in jugs and hand carry it to each patient station. Now, the water is mixed in a back room and is piped directly to the dialysis machines. This modern hemodialysis center was created to be more efficient and enhance the patient care experience. The clinic is staffed through the Joint Venture between the VA and DOD and includes:

- ◆ Nephrologists: 2 USAF, 1 VA
- ◆ Nurses: 4 VA, 3 USAF
- ◆ Technicians: 3 VA, 7 USAF
- ◆ Social Worker: 1 VA
- ◆ Dietitian 1 USAF

The Hemodialysis Center operates two patient shifts per day, six days a week (Monday-Saturday) and provides treatment to 30 VA and 19 DOD patients and conducts approximately 14,000 treatments per year.

Hours: Monday-Saturday: 0600-1600
Phone: (707) 423-5074

H yperbaric Medicine Clinic

The Hyperbaric Medicine Division provides state-of-the-art hyperbaric oxygen therapy or HBOT to a defined beneficiary population and conducts medical research and clinical investigations to establish optimal treatment protocols. HBOT is a medical treatment in which patients intermittently inhale 100 percent oxygen through hoods or masks in the chamber that is pressurized to greater than one atmosphere absolute. The treatment duration and number of required sessions will vary. The typical duration of a wound care treatment dive is two hours.



HBOT has several mechanisms of action which provide medical benefits. In treating decompression sickness and arterial gas embolism, HBOT helps shrink problematic nitrogen gas bubbles by increasing ambient pressure and by the application of 100 percent oxygen.

HBOT has additional benefits: increased blood flow and hyper-oxygenation to ischemic hypoxic tissue; promotes cell growth, new blood vessel formation and collagen deposition; reduces edema; helps fight infection through various enhanced leukocytic functions; and reduces the toxic effects of such poisons as carbon monoxide.

A unique facility in terms of size and capabilities, DGMC has one of the largest hyperbaric treatment facilities in the nation. Hyperbaric Medicine directly supports DGMC's other specialty services. This unit has a capacity to treat 26 patients in the following areas:

- ◆Decompression Sickness
- ◆Air or Gas Embolism
- ◆Severe Carbon Monoxide Poisoning
- ◆Enhancement of Healing in Selected Problem Wounds
- ◆Skin Grafts Healing

Aeromedical Staging Facility

DGMC's Aeromedical Staging Facility has a two-fold mission: To provide support and continuity of medical care for patient movement and serve as an integral link in the Global Aeromedical Evacuation system. The ASF provides personnel and equipment necessary for 24-hour staging operations, patient transportation to aircraft and administratively processes patients transiting the AE system worldwide.



DGMC's ASF is comprised of dedicated and compassionate professionals who specialize in the movement of Aeromedical patients. Our team includes Flight Surgeons, hospital physicians, nurses and support staff. This facility is one out of three Aeromedical Staging Facilities in the continental United States. The ASF coordinates and communicates with medical and transportation elements within CONUS to accomplish patient care and patient movement, including ground transportation for patients entering, transiting, or leaving the Aerial Evacuation system. The ASF is a key healthcare component of the AE or other medical evacuation resources. It provides holding capability for patients transiting the patient movement system. The length of stay in the ASF may be from 24-72 hours.

ASF personnel stage, enplane and deplane patients, receive regulated patients and provide continuing and supportive care, prepare and "clear patients for flight" to ensure suitability for AE under the guidance of the flight surgeon, brief patients and accomplish appropriate documentation, provide ground transportation between the ASF and the aircraft and provide facility security for the protection of assets, personnel and entry control. ASF personnel are also required to load and unload patients on and off aircraft or other evacuation asset.

Emergency Department

The Emergency Department provides emergency care 24 hours a day, seven days a week. Dedicated to emergency care, our staff has received specialized training to treat any urgent medical problem with compassion and respect.



Our staff includes 14 board certified Emergency Medicine providers and over 15 nurses, with more than half board certified nationally in Emergency Medicine. Our 26 medical technicians have been trained in advanced cardiac life support. We see approximately 22,000 patients per year.

Our services range from resuscitation and stabilization of the critically ill or injured to common fractures and illnesses. These services are provided with the full support of advanced technology, such as rapid helical computerized tomography (CT), ultrasound and other diagnostic imaging services. We also have a dedicated X-ray room within the department.

DGMC's ED staff utilizes the latest, most advanced resuscitation equipment available. We are supported by an array of on-call specialists to include Cardiology, General Surgery, Pediatrics, OB/GYN, Dental and Neurosurgery. We also keep up with advances in medical information technology by utilizing an electronic medical record.

DGMC's Emergency Department also houses our Admissions Call Center. Its goal is to facilitate transfers of patients who would like (or their provider request) our outstanding care. The numbers to reach the Admissions Call Center to take advantage of this service are:

Commercial: (707) 423-7790

Toll free: 1-877-843-2457

For Emergencies Call: 911 from a landline or 424-4911 from a cell phone.

Inpatient Units

David Grant Medical Center has a wide range of inpatient, post-surgery and critical care units. Patients are admitted to these wards through pre-op, post-surgery or the Emergency Department. Our inpatient wards include:

- ◆ Surgical (3 Central) - 30 Beds (707) 423-3117
- ◆ Medical (4 West) - 30 Beds (707) 423-3220
- ◆ Inpatient Mental Health - 12 Beds (707) 423-3330
- ◆ Mother/Baby - 16 Beds (707) 423-3027

Our recently renovated 24-bed intensive care unit, cares for patients with the most serious medical and surgical needs.

- ◆ Intermediate Care Unit (IMCU) (707) 423-3400
- ◆ Intensive Care Unit (ICU) (707) 423-3424
- ◆ Cardiovascular Intensive Care Unit (CVICU) (707) 423-3040



R Referral Specialties/Clinics

DGMC offers a variety of services to our patients. Patients must be referred by their primary care manager to these clinics.

Allergy/Immunology

The mission of David Grant USAF Medical Center's Allergy/Immunology Clinic is to provide the patient with the most advanced comprehensive care available for allergies, asthma, and other allergic disorders.

Audiology

DGMC's Audiology Clinic is comprised of dedicated professionals whose primary goal is to prevent, identify, and rehabilitate communication disorders. We aim to provide effective care through diagnosis, treatment, and patient education related to hearing and balance disorders.

Dermatology

The role that the Dermatology Clinic plays in the healthcare provided at DGMC is to provide support to the patient care clinics. This clinic provides healthcare for conditions affecting the skin.

Ear, Nose & Throat

The Otolaryngology, Head and Neck Surgery Clinic at David Grant USAF Medical Center -- otherwise known as Ear, Nose, and Throat, or ENT -- is a diverse surgical specialty that encompasses the treatment of most diseases affecting the head and neck.

Endocrinology

This clinic manages and treats patients with hormonal conditions. Endocrinology is concerned with the study of the biosynthesis, storage, chemistry and function of hormones and with the cells of the endocrine glands and tissues that secrete them.

Neurology

The Neurology Clinic diagnoses and manages patients with acute and chronic neurologic illnesses. Ancillary procedures performed include nerve conduction studies, as well as outpatient procedures such as lumbar punctures.

Occupational Therapy

The Occupational Therapy Clinic specializes in upper extremity rehabilitation. Some of the rehabilitation therapy includes; joint mobilization, soft tissue mobilization, active/passive range of motion, ergonomic evaluations, and body mechanics training.

Ophthalmology DGMC's Ophthalmology Clinic and Laser Refractive Surgery Center utilizes evidence-based practice -- research-proven interventions to monitor, treat and cure a wide range of eye problems ranging from macular degeneration and glaucoma to dry eyes and cataracts.

Optometry (Open to Active Duty and others as availability allows) DGMC's Optometry Clinic is comprised of dedicated and compassionate professionals who specialize in providing high quality, primary eye care and urgent need services supporting wartime readiness and to sustain combat capability in support of the aerospace medicine mission.

Physical Therapy

The Physical Therapy clinic evaluates, diagnoses and develops treatment plans for patients. Physical therapists use exercise, mobilization, manipulation and modalities such as heat, cold, ultrasound or electrical stimulation to restore function, improve mobility and decrease pain.

Public Health

This clinic performs public health activities and programs. Included are food safety inspection; sanitation; medical entomology programs; vector borne, communicable, and occupational disease prevention and control; public health medical readiness activities; and promoting and providing health education.

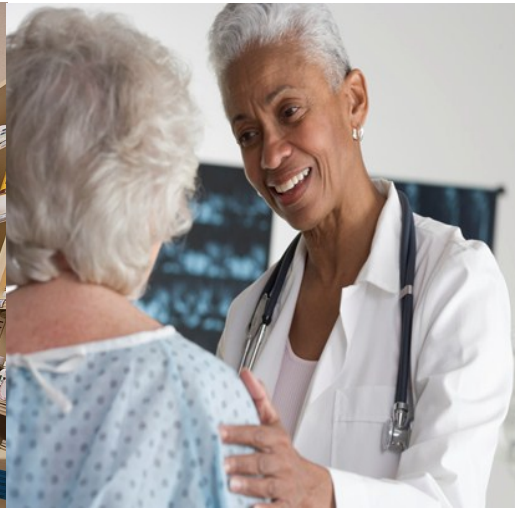
Urology

DGMC's Urology Clinic is comprised of dedicated and compassionate professionals who evaluate all diseases, injuries and other afflictions of the genitourinary system in males and females.

Women's Health OB/GYN

The Women's Health clinic is staffed with OB/GYN physicians, certified nurse-midwives, nurse practitioners, registered nurses, medical technicians, and administrative personnel. We provide specialized care in gynecology, as well as routine and complicated high-risk obstetrical services.

Clinic Support Services



DIAGNOSTIC IMAGING (Radiology)

Hours: Mon-Fri: 0730-1700

Telephone: (707) 423-7208

Location: 2nd floor, Middle Hallway

Patient Relations Representative: (707) 423-7222

Routine radiology services (such as chest and extremities X-rays) are performed on a walk-in basis and require a radiology referral completed by your health care provider. Special radiology services require appointments to be made as indicated below:

Women's Imaging Center (Mammography)

Hours: Mon-Fri: 0730-1145, 1245-1630

Appointments: (707) 423-7275

Location: 2nd floor, south of the Radiology registration desk

Nuclear Medicine

Hours: Mon-Fri: 0730-1630

Appointments: (707) 423-7663

Location: 2nd floor, behind Radiology

Magnetic Resonance Imaging (MRI)

Hours: Mon-Fri: 0730-1630

Appointments: (707) 423-7247

Location: 1st floor adjacent to the
Dental Clinic

Ultrasound

Hours: Mon-Fri: 0730-1630

Appointments: (707) 423-7208

Location: 2nd floor, in Radiology

Medical Physics/Radiation Safety

Telephone: (707) 423-5119/7673/7674



PHARMACY SERVICES

The pharmacy provides prescription service to all eligible beneficiaries. A list of medications carried by the pharmacy is available upon request. Prescriptions from off-base providers are filled at the Base Exchange Pharmacy. David Grant Medical Center providers send prescriptions via computer order entry system to the medical center pharmacy. Prescriptions are processed after the patient checks in at the pharmacy.

Providers may prescribe some maintenance medications for up to a 90-day supply with three refills. Prescription refills are processed through an automated call-in refill system and can be picked up at the Base Exchange Pharmacy. Typically, refills are ready the next business day after 1000. Please listen carefully to the refill message for exact pick-up time and date. New prescriptions and refills are held for 7 days, after which they are returned to stock.



David Grant Medical Center Pharmacy
(DGMCM Computer Entered Prescriptions)
Hours: Mon-Fri (0800-1800)
Telephone: (707) 423-7114
Toll Free Telephone Line: 800-254-3462

Base Exchange Pharmacy (BX Mini-Mall)

For Civilian Prescriptions and Refills ONLY
Hours: Mon-Fri: 0830-1730; Sat: 0900-1600
Telephone: (707) 423-7114
Call in Refill Line: (707) 423-7600
Toll Free Telephone Line: 800-254-3462



LABORATORY

Hours: Mon-Fri: 0700-1630
Telephone: (707) 423-7727
Location: 2nd floor middle corridor
Patient Relations Rep: (707) 423-7727

Your provider will order required laboratory tests directly into the computer. However, if you received a laboratory slip from your civilian provider, you must report to the laboratory reception desk for instructions as to whether the test can be performed by DGMCC. For special tests, you should call or report to the laboratory prior to the test for special instructions that might be required.



B uilding a Healthy Community Through Population-Based Health Care



David Grant USAF Medical Center is committed to building a healthy beneficiary population. We are actively partnering with the entire Travis Air Force Base community to bring you the best possible health care.

We are enthusiastic and proud of our Population Health Improvement (PHI) program. PHI encompasses healthcare of the entire beneficiary population and balances awareness, education, prevention and intervention activities required to improve the health of a specified population. PHI provides you with health care information and screening for disease. It unites self-care, community-based public health activities, and medical interventions into a comprehensive plan centered on prevention to reduce complications and premature death. PHI strives to modify personal disease and injury risk, change behaviors to optimize health and enhance fitness, and allow health care providers to reduce unwarranted treatment differences. For PHI to be effective, you and your health care team must work together. We strongly encourage you to be an active partner in managing your health. Ask your health care team for tips on how to get involved!



David Grant USAF Medical Center has excellent programs for managing medical conditions such as asthma, breast care/cancer management, depression, diabetes, lipids management and women's health. You will find the most up-to-date information in our educational programs and a supportive, caring staff to help you and your family in learning to live with these and other conditions. Detailed information and a point of contact are listed in this handbook.

We are pleased you have chosen David Grant USAF Medical Center to meet your health care needs. Your health is our concern. Thank you for helping us build a healthy community.

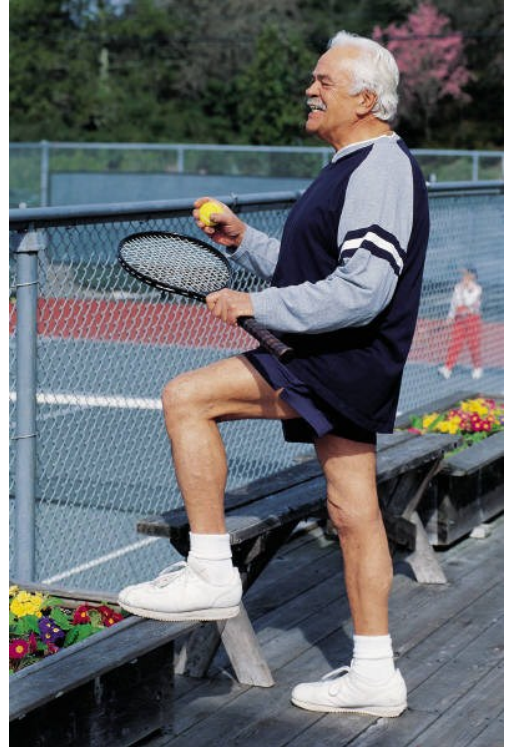


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Health Recommendations for You and Your Family

The following recommendations are guidelines for people who are generally healthy. Your personal or family history may indicate more frequent screenings or vaccinations. Discuss any questions or concerns you have with your healthcare provider.

TRICARE beneficiaries are authorized to self-refer to a civilian TRICARE Provider for clinical preventive services. For questions about which services may be self referred, contact the Beneficiary Counseling and Assistance Coordinators at 423-3472 or 7921.



Colon Examination

A screening colonoscopy is recommended every 10 years beginning at age 50. Discuss other colon cancer screening procedures with your healthcare provider.

Cervical Cancer Screening

The current recommendation is that every woman 18 years and older get an annual screening that includes a pelvic examination. A pelvic examination is a vaginal exam to evaluate the ovaries, uterus and cervix to ensure that everything is normal. This does not necessarily include a pap test, which is a screening exam for cervical cancer. Women who have been sexually active for more than 3 years or are at least 21 years-old should have a pap test every 3 years. Women who have a history of abnormal pap tests should have a pap test every year or as directed by their health provider. Women with a history of a hysterectomy for any reason other than cervical dysplasia or cancer of the cervix no longer require a pap test.

Breast Cancer Screening - Mammogram

A baseline clinical breast exam and mammogram is recommended for all women every 2 years beginning at age 40. Women of any age with a family history of breast cancer should discuss breast exams and mammograms with their healthcare provider.



Adult Immunizations

Discuss appropriate immunizations with your healthcare provider. Immunizations are provided in accordance with Centers for Disease Control and Prevention (CDC) recommendations.

Fecal Occult Blood Test

A fecal occult blood test is recommended annually beginning at age 50.

Prostate Exam

An annual exam is recommended for men over 50 years of age, African American men over 40 and those 40-49 with family history of prostate cancer. Prostate cancer screening starts at age 40 for active duty regardless of family history.

Cholesterol Test

A total blood cholesterol test is recommended every 5 years beginning at age 18.

Blood Pressure Check

A blood pressure check is recommended for all adults at least once every 2 years.

Childhood Immunizations and Screenings

All children should have immunizations started in infancy. Discuss these with your child's healthcare provider. Immunizations are provided in accordance with Center for Disease Control and Prevention (CDC) Recommendations. Discuss age appropriate screenings, such as blood pressure, hearing, lead level, etc. with your child's healthcare provider.

Mental Health Services

Our Services

Mental Health Clinic

Alcohol and Drug Abuse
Prevention and Treatment

Family Advocacy Program

Behavioral Health
Optimization Program

Joint Inpatient Mental Health Unit

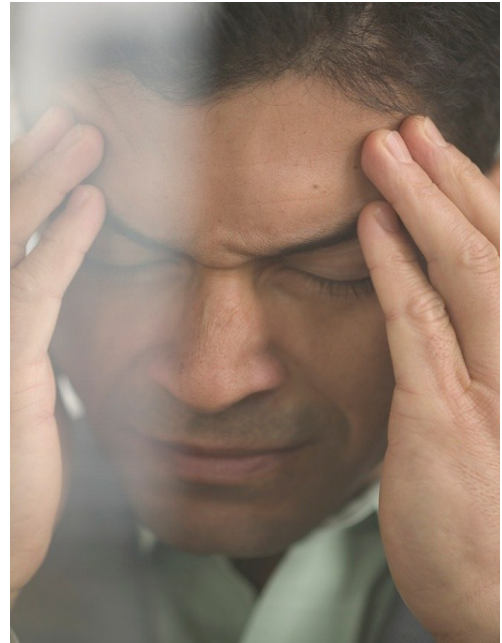
Drug Demand Reduction
Program

The Mental Health Flight has a variety of experienced and credentialed professionals from social work, psychology and psychiatry, and an indispensable team of mental health technicians.

Patient care utilizes evidence-based practice -- research proven interventions to empower you to reach your psychological health goals quickly and effectively.

Mental Health Clinic

The Mental Health Clinic offers a variety of services including crisis intervention, individual counseling, group therapy, psycho-educational skill training, outreach and prevention, and consultation to commanders. Help is available for a variety of concerns including anxiety, depression, grief, stress from deployment (any phase of the deployment cycle), and care for more severe mental illness diagnoses. No referrals are needed, but the individual wanting assistance must make their own appointment. Priority is given to active duty from any service (including Guard and Reserve), then families of deployed members, and on a space available for retirees and their family members. All providers have been trained in evidence-based treatments for Post Traumatic Stress Disorder (PTSD). Treatment may include the use of computer assisted Virtual Reality interventions.



Hours

Mon-Fri: 0730-1630

Walk-in Hours: 0730-1530

(after hours report to the DGMCE Emergency Department)

Contact Information

Phone: (707) 423-5174

Fax: (707) 423-5144

Helpful Resources

Defense Center of Excellence Outreach Center
(PTSD and Psychological Health)
1-866-966-1020

Military OneSource
Wounded Warrior Resource Call Center
1-800-342-9647

Suicide Prevention Hotline
1-800-273-TALK (8255)

New Parent Support Program: The New Parent Support Program (NPSP) is an all-encompassing plan to provide support and education to military families in the prenatal period and during the first three years postpartum. The program is designed as a non-threatening method to provide basic services on parenting attitudes and serve as a means to identify parents at risk and market postpartum services. The NPSP is a secondary prevention program that uses an intensive, voluntary home visitation model to provide education and supportive services to families with children from birth to three years of age, including the prenatal period. Services are provided primarily by Registered Nurses and augmented by social workers. NPSP services capitalize on parents' strengths and are provided in a manner sensitive to cultural differences. Involvement of both parents in NPSP services is promoted.

Family Advocacy Program also offers extensive outreach and skill training to help prevent violence. For additional information, call (707) 423-5168 .

Hours of Operation: Mon-Fri (0730-1630)

Contact Information: Normal duty hours call (707) 423-5168.

Helpful Resources:

Family Violence Prevention Fund: http://www.endabuse.org/content/action_center/detail/754

Domestic Violence: http://www.helpguide.org/mental/domestic_violence_abuse_help_treatment_prevention.htm



Nutrition Clinic



Our Mission is Nutrition!

All classes are self-referral and open to any eligible patient. Please contact (707) 423-7867.

Hours

Mon-Fri: 0730—1630

Individual Counseling

Individual nutrition counseling is available for a variety of nutrition-related conditions across the life cycle to include Performance Enhancement, Nutritional Management of Diabetes, Chronic Kidney disease, Cardiovascular, Oncology and Pediatric Nutrition, Bariatric pre/post Surgery Counseling, and Enteral nutrition management.

Nutrition Instruction and Meal Planning for Blood Sugar Management

Learn how to master 3 Core Nutrition Principles that lead to improved metabolic function; **Quality** of food selection, **Quantity** needed for meals and snacks; **Frequency**, how often to eat to achieve successful blood sugar management. We will guide you in making quality food selections that are low in fat, high in fiber and low in salt. We will give you specific recommendations for carbohydrate, fat, sodium intake based on your body and show you how to incorporate these principles into a weekly meal plan and menu.

Group Lifestyle Balance Program

This 12 week program guides you through the process of reaching and maintaining a healthy balance between your diet and activity level. You will become more aware of the food you eat, make healthy food choices, and find time to be active, plan ahead when eating out, stop negative thoughts, challenge them with positive ones and handle stressful social eating challenges with confidence.

Cholesterol Management

A Therapeutic Lifestyle Change (TLC) program focused on reducing intake of saturated fat and cholesterol, while increasing soluble fiber, plant sterols, and increasing physical activity. Lab tests are included to assess progress, while the program's three classes teach you to assess your risk for heart disease, implement a low-fat, high fiber diet, become motivated to achieve personal goals, discover the benefits of soy in reducing cholesterol, assess restaurant menus and healthy ways to eat out, limiting salt and keep a food diary. A Pharmacist will answer your questions about cholesterol-lowering medications.



Coaching Sessions

Coaching sessions are available for all program participants to support continued success. Topics vary each month and are targeted toward practical application and hot topics in nutrition.

Nutrition Basic Training

A 60 minute one time class that provides general guidance for healthy eating.

DASH Diet for Hypertension

Dietary Approaches to Stop Hypertension. This class provides you with the tools necessary to lower blood pressure through dietary changes. The DASH eating plan was developed by the U.S. Department of Health and Human Services and is ideal for cardiovascular health.

Fit Kids

A family-based approach to healthy eating for kids ages 5-13. A 60 minute interactive session meets to review the current USDA food guide and activity recommendations, portion control, label reading and healthy snack tips.

Diabetes

Individual Counseling

Individual nutrition counseling is available for a variety of nutrition-related conditions across the life cycle to include performance enhancement, diabetes management, chronic kidney disease, cardiovascular, oncology and pediatric nutrition, bariatric pre/post surgery counseling and enteral nutrition management.

Diabetes Nutrition Classes

Interactive educational classes include Strategies for Blood Sugar Management, Basic Carbohydrate Counting and Gestational Diabetes Course; weekly classes where moms-to-be learn about gestational diabetes, how to eat right and controlling glucose levels for a healthy baby and delivery.

Gestational Diabetes Course

Weekly classes where moms-to-be learn about gestational diabetes, how to eat right, and controlling glucose levels for a healthy baby and delivery.

H Health And Wellness Center

The Health and Wellness Center (HAWC) is dedicated to prevention and health enhancement through education, training and resources that promote a “balanced lifestyle.” We offer an array of programs to help all beneficiaries to remain resilient and to attain optimal health. For the active duty population, we assist with Total Force Readiness by providing all the tools necessary to stay fit. We support the Comprehensive Airman Fitness (CAF) Program by encouraging a fit and healthy culture. At the Health and Wellness Center, we employ dedicated professionals to meet the needs of the Travis Community. Our Dietitian, Fitness Program Managers, Health Promotion Nurses, and Health Educator are always ready & happy to assist you .

Programs and Services

Be Well: This program is required for all Active Duty members identified as unsatisfactory on the physical training test or to any beneficiaries who are interested in learning more about maintaining a healthy lifestyle. The Be Well class provides nutrition, fitness, and goal development information to improve total body fitness.

Tobacco Cessation Program: The Tobacco Cessation Program gives participants comprehensive behavior modification tools coupled with group support to assist in cessation efforts. These classes are open to all beneficiaries. We also offer one-on-one counseling as well as access to web-based programs and quit lines.

Meta Check: The MetaCheck will measure the calories you burn at rest. By measuring your resting metabolic rate we learn unique information about how many calories you should consume to lose, maintain, or gain weight safely.

Bod Pod: Measuring your body composition (lean/fat mass) in the BOD POD is quick and easy. It is one of the best indicators of health because it reflects physical and nutritional practices.

Gait Analysis: Proper gait is important in preventing lower extremity injuries. The HAWC is able to assess your gait by observing/recording your stride as you walk/run on a treadmill for 1 minute. This test will determine whether you have any improper running/walking patterns.

Patient Services



TRICARE Service Center (TSC)

Staffed by TriWest Healthcare Alliance, the Managed Care Support Contractor for the West Region TRICARE program, this office is walk-in only. Services offered include processing enrollment/disenrollment, answering benefit questions, and assisting with claims issues.

Hours: 0730-1630 Monday-Friday

Closed: Weekends and Federal Holidays

Referral Management Center

Provides “one-stop shopping” for referral to our specialty clinics. Additionally, this office takes enrollment for the TRICARE PLUS program.

Phone: (707) 423-7641 or Toll-Free 1-800-264-3462

Beneficiary Counseling and Assistance Coordinators (BCAC/DCAO)

The BCACs provide assistance to patients regarding their military healthcare benefits and are the liaison between the TRICARE Contractor and the patient. The BCACs are also the Debt Collection Assistance Officers (DCAO) for TRICARE matters.

Hours: 0730-1630 Monday-Friday (excluding Federal Holidays)

BCAC at DGMCC, Travis AFB: (707) 423-3472 or (707) 423-7921

BCAC at McClellan Clinic: (916) 561-7620

Medical Records (Release of Information)

To gain access to your medical information or gain release of a family member’s information stop by the Patient Service Center or phone the Release of Information office at (707) 423-7997.

Admissions and Dispositions (A&D)

The A&D department manages patient admissions and discharges. This office also manages Line of Duty (LOD) determinations and patient travel.

Phone: (707) 423-7923

Health Insurance Portability and Accountability Act (HIPAA)

Refer any questions about HIPAA protected information to this office.

Phone: (707) 423-7916

Teddy's Child Watch Services

Teddy's Child Watch offers free child care during your appointment. Children ages six months and up are welcome, and care is provided for a maximum of three hours. This service is staffed by volunteers trained in necessary areas of health, safety and abuse prevention and identification.

Hours: Monday-Thursday (0830-1600)

& Fridays (0830-1400)

Closed: Weekends and Holidays

Call for Reservations: (707) 423-3376



Chaplains and Chapel Services

Chaplains are available for confidential counseling with active duty patients and family members. Chaplain support of veterans and veterans' family members is available mission permitting. Call (707) 424-3217 during duty hours to request a chaplain, or ask your nurse/caregiver to make contact through the Command Post after duty hours. An interfaith chapel is located on the first floor near the north (flag pole) entrance to the medical center and is available for prayer and meditation. Roman Catholic Mass is offered Monday-Thursday at noon in the chapel. Free cookies, coffee and other snacks are often available in the reception area next to the chapel. Contact the main base chapel at (707) 424-3217 for other religious needs or concerns.



Medical Law Consultant

The office of the Medical Law Consultant is located on the 1st floor, North Entrance and assists patients and staff with Medical Powers of Attorney and Advance Medical Directives. We also answer questions about these documents.

Office Hours: Monday-Friday (0800-1600)

Phone: (707) 423-7836

American Red Cross Volunteer Office

The American Red Cross office at DGMC manages the activities of clinic volunteers within the hospital. For more information, call 423-3647.

Medical Retiree Activities Office (MRAO)

Established to enhance the information flow between the military medical facility and retired community, we are fortunate to have a robust volunteer population thanks to our Medical Retiree Activities Office. Volunteers staff the South and North Information Desks and provide assistance services within DGMC. For more information, call 423-3649.



North Information Desk

Located on the first floor, “Flag Pole” side of the building.

Open Monday—Friday (0800-1600)

Closed: Weekends and Holidays

Phone: (707) 423-7300

South Information Desk

Located on the second floor, “Clinic Side” of the building.

Open Monday—Friday (0800-1600)

Closed: Weekends and Holidays

Phone: (707) 423-3687

Patient Bill of Rights

DOD PATIENT BILL OF RIGHTS AND RESPONSIBILITIES

All patients obtaining care in this medical/dental treatment facility are entitled to certain rights. The basic rights of human beings for independence of expression, decision, action and concern for personal dignity and human relationships are always of great importance. If, at any time, you believe your rights are being compromised, please bring it to the attention of your health care provider, or ask to speak with a Patient Representative. The following basic rights should be observed by both patients and facility personnel to ensure patient care is provided in an appropriate and efficient manner:

PATIENT RIGHTS

1. **Medical Care**. Patients have the right to quality care and treatment that is consistent with available resources and generally accepted standards, including access to specialty care and to pain assessment and management.
2. **Respectful Treatment**. Patients have the right to considerate and respectful care, with recognition of personal dignity, psychosocial, spiritual, and cultural values and belief systems.
3. **Privacy and Security**. Patients have rights, defined by Federal law, DOD 5400.11-R (Reference (g)), Public Law 104-191(Reference (h)), and section 552a of title 5 U.S.C. (also known as "The Privacy Act of 1974, as amended") (Reference (i)), to reasonable safeguards for the confidentiality, integrity, and availability of their protected health information, and similar rights for other PII, in electronic, written, and spoken form. These rights include the right to be informed when breaches of privacy occur, to the extent required by Federal law.
4. **Provider Information**. Patients have the right to receive information about the individual(s) responsible for, as well as those providing, his or her care, treatment, and services. The hospital may inform the patient of the names, and as requested, the professional credentials of the individual(s) with primary responsibility for, as well as those providing, his or her care, treatment, and services.

5. **Explanation of Care.** Patients have the right to an explanation concerning their diagnosis, treatment, procedures, and prognosis of illness in terms that are easily understood. The specific needs of vulnerable populations in the development of the patient's treatment plan shall be considered when applicable. Such vulnerable populations shall include anyone whose capacity for autonomous decision making may be affected. When it is not medically advisable to give such information to the patient due to vulnerabilities or other circumstances, the information should be provided to a designated representative.

6. **Informed Consent.** Patients have the right to any and all necessary information in non-clinical terms to make knowledgeable decisions on consent or refusal for treatments, or participation in clinical trials or other research investigations as applicable. Such information is to include any and all complications, risks, benefits, ethical issues, and alternative treatments as may be available.

7. **Filing Grievances.** Patients have the right to make recommendations, ask questions, or file complaints to the MTF/DTF Patient Relations Representative or to the Patient Relations Office. They can be reached at 707-423-2388. If concerns are not adequately resolved, patients have the right to contact The Joint Commission at 1-800-994-6610.

8. **Research Projects.** Patients have the right to know if the MTF/DTF proposes to engage in or perform research associated with their care or treatment. The patient has the right to refuse to participate in any research projects.

9. **Safe Environment.** Patients have the right to care and treatment in a safe environment.

10. **MTF/DTF Rules and Regulations.** Patients have the right to be informed of the facility's rules and regulations that relate to patient or visitor conduct.

11. **Transfer and Continuity of Care.** When medically permissible, a patient may be transferred to another MTF/DTF only after he or she has received complete information and an explanation concerning the needs for and alternatives to such a transfer.

12. **Charges for Care.** Patients have the right to understand the charges for their care and their obligation for payment.

13. **Advance Directive**. Patients have the right to make sure their wishes regarding their healthcare are known even if they are no longer able to communicate or make decisions for themselves.

PATIENT RESPONSIBILITIES

1. **Providing Information**. Patients are responsible for providing accurate and complete information about complaints, past illnesses, hospitalizations, medications, and other matters relating to their health to the best of their knowledge. Patients are responsible for letting their healthcare provider know whether they understand the diagnosis, treatment plan, and expectations.

2. **Respect and Consideration**. Patients are responsible for being considerate of the rights of other patients and MTF/DTF healthcare personnel. Patients are responsible for being respectful of the property of other persons and of the MTF/DTF. Patients or visitors exhibiting disrespectful or inconsiderate behavior towards staff or other personnel in the facility could face administrative actions, including potential barment.

3. **Adherence with Medical Care**. Patients are responsible for adhering to the medical and nursing treatment plan, including follow-up care, recommended by healthcare providers. This includes keeping appointments on time and notifying MTF/DTF when appointments cannot be kept.

4. **Medical Records**. Patients are responsible for returning medical records promptly to the MTF/DTF for appropriate filing and maintenance if records are transported by the patients for the purpose of medical appointments, consultations, or changes of duty location. All medical records documenting care provided by any MTF/DTF are the property of the U.S. Government.

5. **MTF/DTF Rules and Regulations**. Patients are responsible for following MTF/DTF rules and regulations affecting patient care and conduct.

6. **Refusal of Treatment**. Patients are responsible for their actions if they refuse treatment or do not follow the practitioner's instructions.

7. **Healthcare Charges**. Patients are responsible for meeting financial obligations incurred for their healthcare as promptly as possible.

REFERENCES: DoDD 6000.14 (26 Sep 2011) Patient Bill of Rights and Responsibilities in the Military Health Systems.



*If you have questions about the **Patient Bill of Rights**, contact your clinic Patient Advocate.*

Most Frequently Used Numbers

Commercial Area Code (707) and number or DSN prefix 799

Admission and Disposition	423-7923
After Hours Clinic	423-5000
Alcohol/Drug Abuse Prevention and Treatment	423-2348
Allergy Clinic	423-5107
Appointment System	423-3000
Barber Shop	423-7424
Beneficiary Counseling and Assistance Coordinator (BCAC)....	423-3472/7921
Branch BX	423-7426
Chaplain's Office	423-3651
Chiropractic Services	423-5247
Dental Services	423-7000
Dermatology Clinic	423-5105
Dining Facility	423-3677
Emergency Room	423-3825
Family Advocacy	423-5168
Family Medicine Clinic	423-3792
Fisher House	423-7550
Flight Medicine Clinic	423-5446
Gastroenterology Clinic	423-5041
Health and Wellness Center	424-4292
Hematology/Oncology Clinic	423-5129
Hyperbaric Medicine and Wound Care Clinic	423-3987
Immunization Clinic	423-5104
Internal Medicine Subspecialty Clinic	423-5053
Laboratory	423-7725
Mammography Clinic	423-7275
McClellan Satellite Clinic	916-561-7560
McClellan Clinic BCAC Office.....	916-561-7620
Medical Evaluation Board Office	423-7855
Medical Physics	423-5119/7353
Mental Health Clinic	423-5174

Continued...

Neurology Clinic	423-5029
Neurosurgery Clinic (VA Bldg).....	423-5252
North Information Desk	423-7300
Nutritional Medicine Clinic	423-7867
Ophthalmology Clinic	423-7165
Optometry Clinic	423-7171
Oral and Maxillofacial Surgery	423-7085
Orthopedic Clinic	423-3000
Outpatient Medical Records	423-3693
Otolaryngology/ENT Clinic	423-7163
Overseas Clearance Office	423-3786
Patient Advocate Office	423-2388
Medical Records (Release of Information)	423-7997
Pediatric Clinic	423-5323
Pharmacy (main Hospital)	423-7109
Pharmacy BX	423-5345/7114
Pharmacy Refill	423-7600
	(800) 254-3462
Physical Therapy	423-7899
Podiatry Clinic	423-3600
Primary Care Clinic	423-3727
Public Health Clinic	423-5464
Radiation Oncology Clinic	423-7691
Radiation Safety	423-7673/7674
Radiology Services	423-7208
Red Cross Office	423-3647
Referral Management Center	423-7641
Refractive Laser Eye Center	423-3146
South Information Desk	423-3687
Surgery Clinic	423-5224
Teddy Child Watch Services	423-3376
TRICARE Service Center	(888) 874-9378
Urology Clinic	423-7402
Volunteer Services (MRAO).....	423-3649
Women's Health Clinic (OB/GYN)	423-5361



Best C.A.R.E. Anywhere!

Create an exceptional patient service culture.

It starts with a positive attitude of everyone who works at DGMC who...

Always put patient needs first...

by making decisions based on what is best for them and showing...

Respect for all.

Be there by taking ownership and resolving patient concerns.

Exceed expectations!

Make their day! Any visit to David Grant USAF Medical Center should be positive and memorable.